

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: May 24, 2022

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module	
CA Commitment Accounting	8	
ELM	13	
HR Human Resources	Acceptance Testing	1
	Acceptance Testing – Agency	2
	Assessment	5
	Assigned	144
	Awaiting Customer	21
	In Work	21
	System Test	2
Vendor Assessment	16	
Total	212	
Interfaces	7	
Learn	1	
None	Assigned	1
	Awaiting Customer	1
	Total	2
Not Applicable	8	
PeopleTools	1	
Performance Mgmt	26	
POS Position Control	3	
PY Payroll	66	
Recruiting	52	
Reports	16	
Security	34	
TL Time and Labor	176	
Grand Total	626	

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing	1
Acceptance Testing-Agency	11
Acceptance Testing-Statewide	6
Assessment	11
Assigned	388
Awaiting Customer	68
Build/Unit Test	1
Hold- Pending Next Upgrade	1
Hold- Pending Oracle Fix	11
In Development	1
In Work	72
Pending Prod Approval	4
System Test	16
Vendor Assessment	35
Grand Total	626

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module
ELM	2
HR Human Resources	12
Performance Mgmt	2
PY Payroll	8
Reports	3
Security	14
TL Time and Labor	4

Totals

Priority	Module Count
High	45
Medium	234
Low	347
Grand Total	626

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Status	Count of Status
Acceptance Testing – Agency	1
Acceptance Testing – Statewide	2
Assigned	20
Awaiting Customer	1
Build/Unit Test	1
In Work	16
System Test	1
Vendor Assessment	3
Grand Total	45

All SRs by Status

(Includes Closed, Completed after 04/01/22.)

Status	Count of Status
Acceptance Testing	1
Acceptance Testing – Agency	11
Acceptance Testing – Statewide	6
Assessment	11
Assigned	388
Awaiting Customer	68
Build/Unit Test	1
Closed	22
Completed	670
Governance	2
Hold	9
Hold- Pending Next Upgrade	1
Hold- Pending Oracle Fix	11
In Development	1
In Work	72
Pending Prod Approval	4
System Test	16
Vendor Assessment	35
Grand Total	1329

HR/Payroll Trend Report – Service Requests

April 2021 – April 2022

Status	April 2021	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April 2022	Totals
OPENED	671	599	1046	723	785	874	737	710	598	754	612	746	665	9520
CLOSED	651	674	941	746	784	953	742	625	626	699	703	784	692	9620

